

## Recommendations to the FCC regarding STS:

1. People with speech disability need better access to Speech-To-Speech services.
2. More people with speech disabilities need to be taught to use STS.
3. Telephone operators need specific training so that they can provide the best assistance to STS users.
4. To assist individuals with speech and language challenges, operators need to stay on the call long enough to get used to the way these individuals talk.
5. Operators should remind callers that everything they say will be kept confidential.
6. All these statements also apply to people who use STS on the computer.
7. STS should be a national service.

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